

# SPRINGFIELD FIRE DEPARTMENT



# **SPRINGFIELD FIRE DEPARTMENT MISSION STATEMENT**

**We are committed to work with the people of the community to provide and maintain a safe environment for the community, it's visitors, and our employees through quality fire protection, emergency medical services, and hazard mitigation.**

## **WE WILL ACHIEVE THIS THROUGH:**

**Integrity and pride of service through public education programs,  
code enforcement, and timely emergency response.**

**Communication and cooperation with employees and citizens to ensure an understanding of the services provided.**

**Continuous improvement of services through cost effective utilization  
of personnel, materials, equipment, and technology.**

**An environment that encourages leadership and knowledge through  
the development and education of all personnel.**

**An innovative approach in meeting the needs of our employees and the citizens of the community.**

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**The data in this report covers the calendar year 2004 (with the exception of budget figures that are projected for FY05) for each department.** The eleven cities used for comparisons are similarly sized mid-western cities with comparable demographics and are used by other departments within the City of Springfield for comparative purposes.

## **Administration**

Fire Chief	Dan Whisler
Assistant Chief of Operations	Barry Rowell
Assistant Chief of Technical Services	Bill Arington
Assistant Chief of Training and Administration	Steve Hoerning

## **Entered Service**

Bryan Batey	Joshua Henson
Chad Davis	Eric Jones
David Dean	Jay Lisenby
Daron Evans	Teresa Newton
Timothy Hendrix	Brian Stark

## **Departed Service**

Jeremy Blackwell- 2 years	Al Manes- 11 years
Kelly Christopher- 21 years	Adam Owens- 2 years
Rick Garrison- 18 years	Jim Parmenter-12 years
Dennis Grover- 24 years	Gary Powell- 25 years

# EXECUTIVE SUMMARY

In 2004, the Springfield Fire Department (SFD) responded to 13,933 calls for service. This demonstrates a 3% increase in calls for service from last year. Emergency Medical Assists accounted for 70% of the calls. We have continued to work with local emergency ambulance providers to reduce our response to non-essential, non-emergency responses, but they have also seen an increase in their calls for service. Major responses during 2004 included:

- Chesterfield Apartment Fire
- Six Civilian Fire Fatalities
- Library Center Fire

The SFD began the strategic planning process by surveying our employees as to the goals and objectives for the Department. Our Challenges Committee has established six goals and will continue to work on the development of the strategic plan and then the implementation process. Those goals included:

- Promote employee safety, health, and wellness
- Provide comprehensive training and professional development programs
- Create and deliver comprehensive risk reduction programs
- Develop and maintain essential resources
- Develop internal and external customer relationships
- Develop comprehensive inspection/survey plan

Command staff held over 165 station visits with our employees, including 15 with City administration, to allow for continued two-way communication, as well as one-on-one meetings. Additionally, the Safety & Communications Committee, Apparatus Purchase Committees, and Challenges Committee meetings were instrumental in obtaining input into Department initiatives.

The Department has continued to pursue grant funding for technical rescue and weapons of mass destruction (WMD) equipment. A grant of equipment from the State Emergency Management Agency was received which included a new explosive containment vessel, scene lighting, and specialized breathing apparatus. We also obtained \$73,000 in equipment for technical rescue equipment to be used in trench collapse, confined space, and building collapse rescues that was funded with a FEMA Firefighters' Assistance Grant. Also, we were able to send several personnel to Louisiana for specialized building collapse training and several personnel to obtain trench collapse training. We implemented a partial re-organization of our rescue units to better prepare for technical rescue capabilities which has, thanks to the efforts of our employees, shown to be successful in getting more firefighters on the scene and preparing our personnel for technical rescues. We have continued our participation with area fire departments in Southwest Missouri to develop responses for WMD, bomb, and hazardous materials incidents.

A new 75' aerial ladder was delivered and strategically located in the city, while construction of a heavy rescue/pumper vehicle began.

# EXECUTIVE SUMMARY

Continued evaluation of our fire problems clearly indicates the on-going need to impact residential fires. Even though our free smoke alarm program continues to be very successful, we continue to have civilian fatalities in residences without working smoke alarms. The Department installed 764 free smoke alarms, 30 hearing impaired smoke alarms, and 477 free battery installations, through requests and neighborhood canvases conducted by our personnel. We continue to have a goal of reducing these injuries and deaths significantly, with a lofty vision of a year with no fire fatalities.

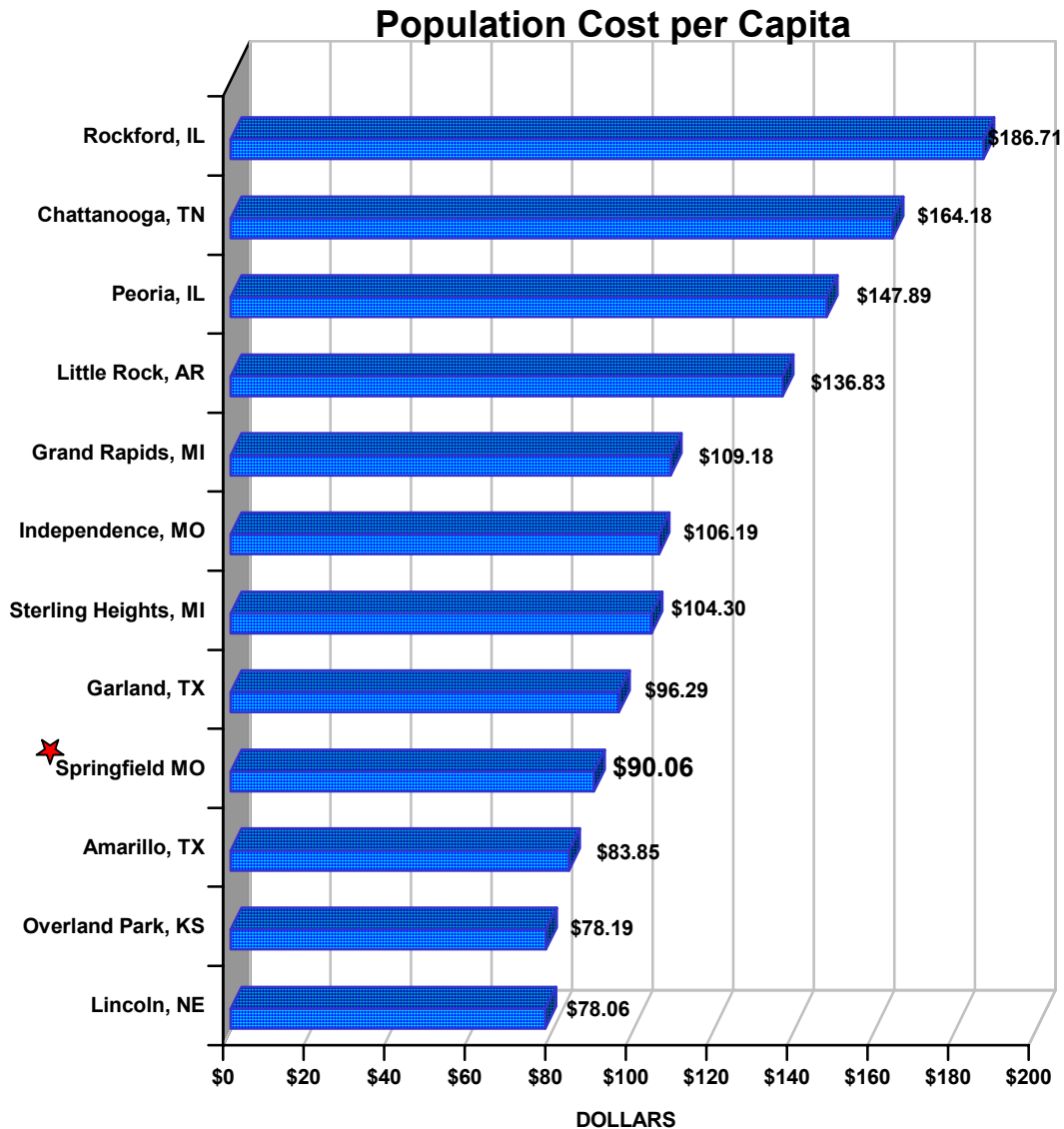
Our public education programs reached out to 39,728 people in 2004 with risk reduction education. The Automatic External Defibrillator (AED) Center of Excellence made presentations on public access defibrillator programs to 129 participants and assisted in placing 10 new devices in area businesses.

This year the Department continued the task of gathering the necessary data and working to complete the self-assessment to become a fully accredited Fire Department through the Commission on Fire Accreditation. We expect to apply for full accreditation at or near the end of 2005.

In August, the Department and City was recognized at the International Association of Fire Chiefs' Conference for our innovative use of community rooms, exercise tracks, and public facilities. Finally, we have continued to strategically plan for annexations and new fire stations, initiated a program to test alternative staffing methods, continued to assess staffing needs, and monitored developments in the ISO grading process.

# 2004 BENCHMARKS

**GOAL: To continue to provide a cost-effective comprehensive fire protection delivery system.**



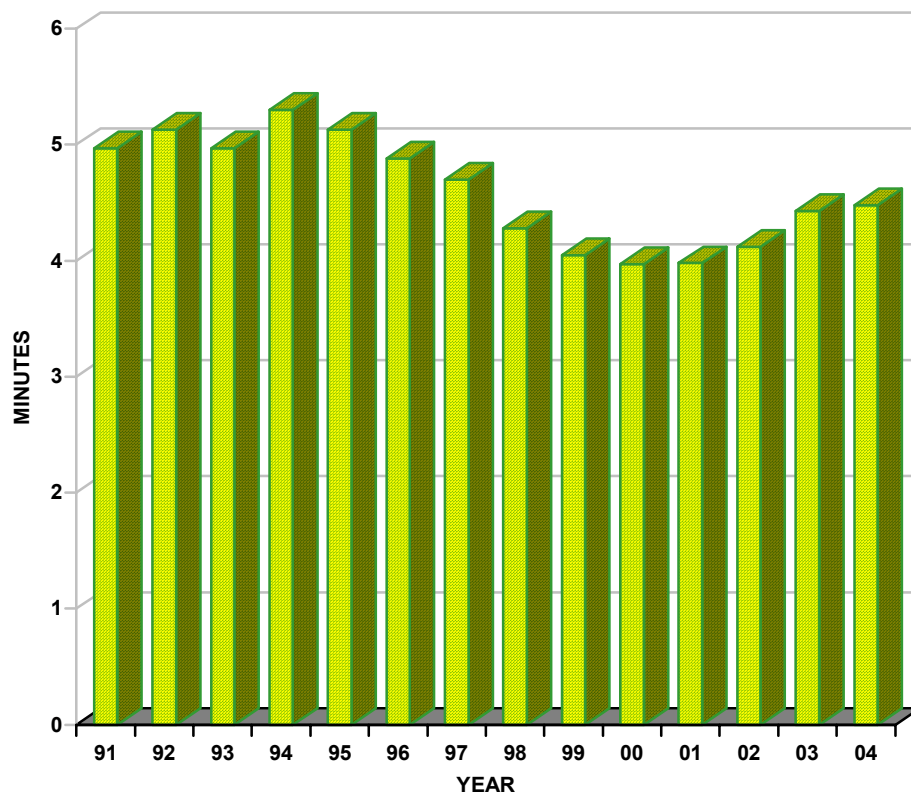
**BENCHMARK:** Maintain cost per capita in middle third of 11 City survey.  
(GRAPH BASED ON ANNUAL ADOPTED BUDGET-CAPITAL COST NOT INCLUDED).

**CONCLUSION:** The Springfield Fire Department continues to provide high quality services at a very economical and efficient rate.

# 2004 BENCHMARKS

**GOAL: To reduce and eliminate service areas outside five-minute response time.**

**Response Times**



**BENCHMARK:** Maintain 5-minute response time to primary service areas

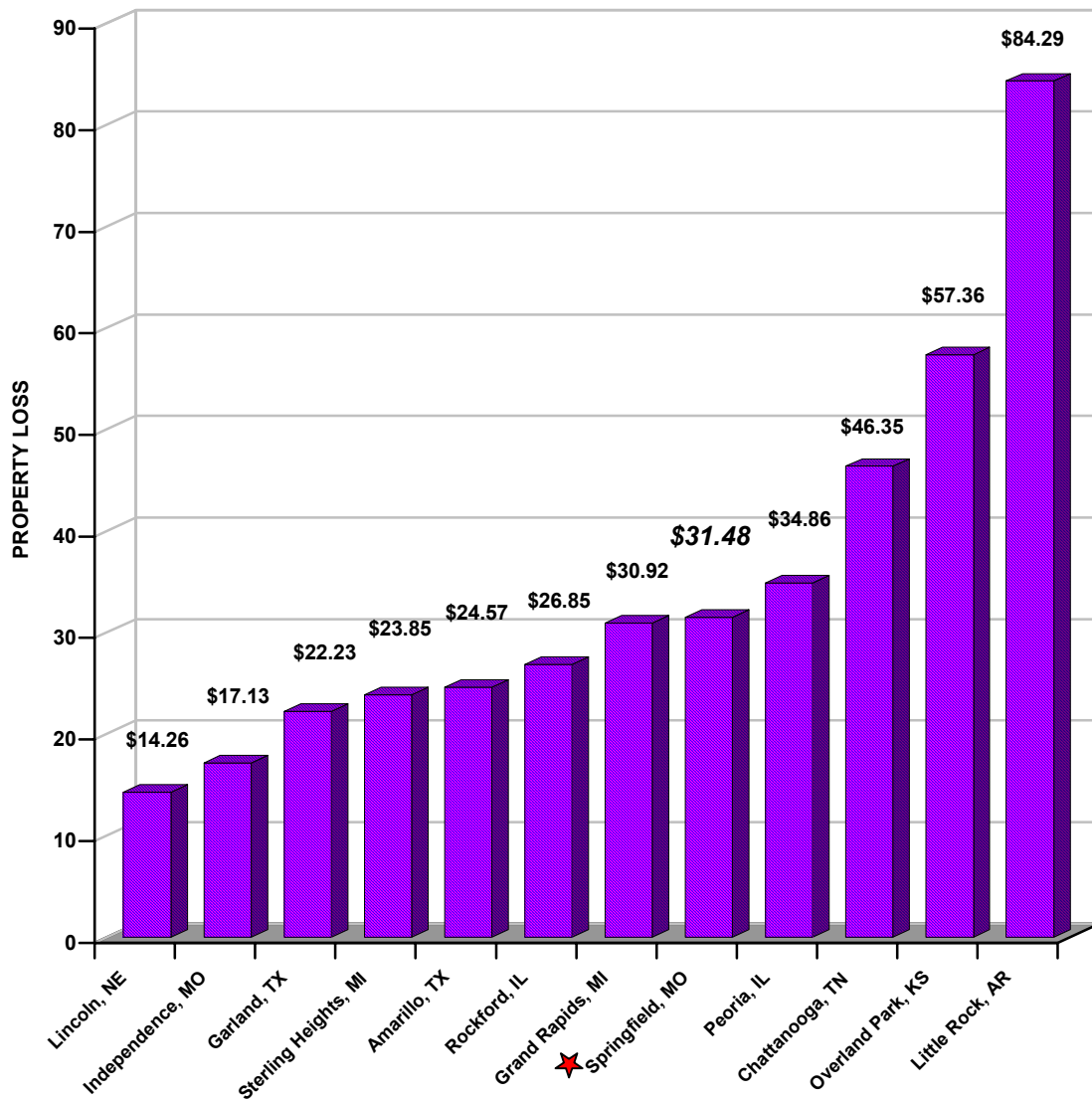
Primary service areas are those that can normally be reached within five minutes.  
Secondary service areas normally require a response time in excess of five minutes.

**AVERAGE RESPONSE TIMES IN BOTH PRIMARY AND  
SECONDARY AREAS CONTINUE TO FALL BELOW THE  
5-MINUTE BENCHMARK FOR THE NINTH STRAIGHT YEAR**

# 2004 BENCHMARKS

**GOAL: To support code enforcement, education efforts, and suppression activities at levels that reduce and control fire loss.**

## Property Loss Per Capita

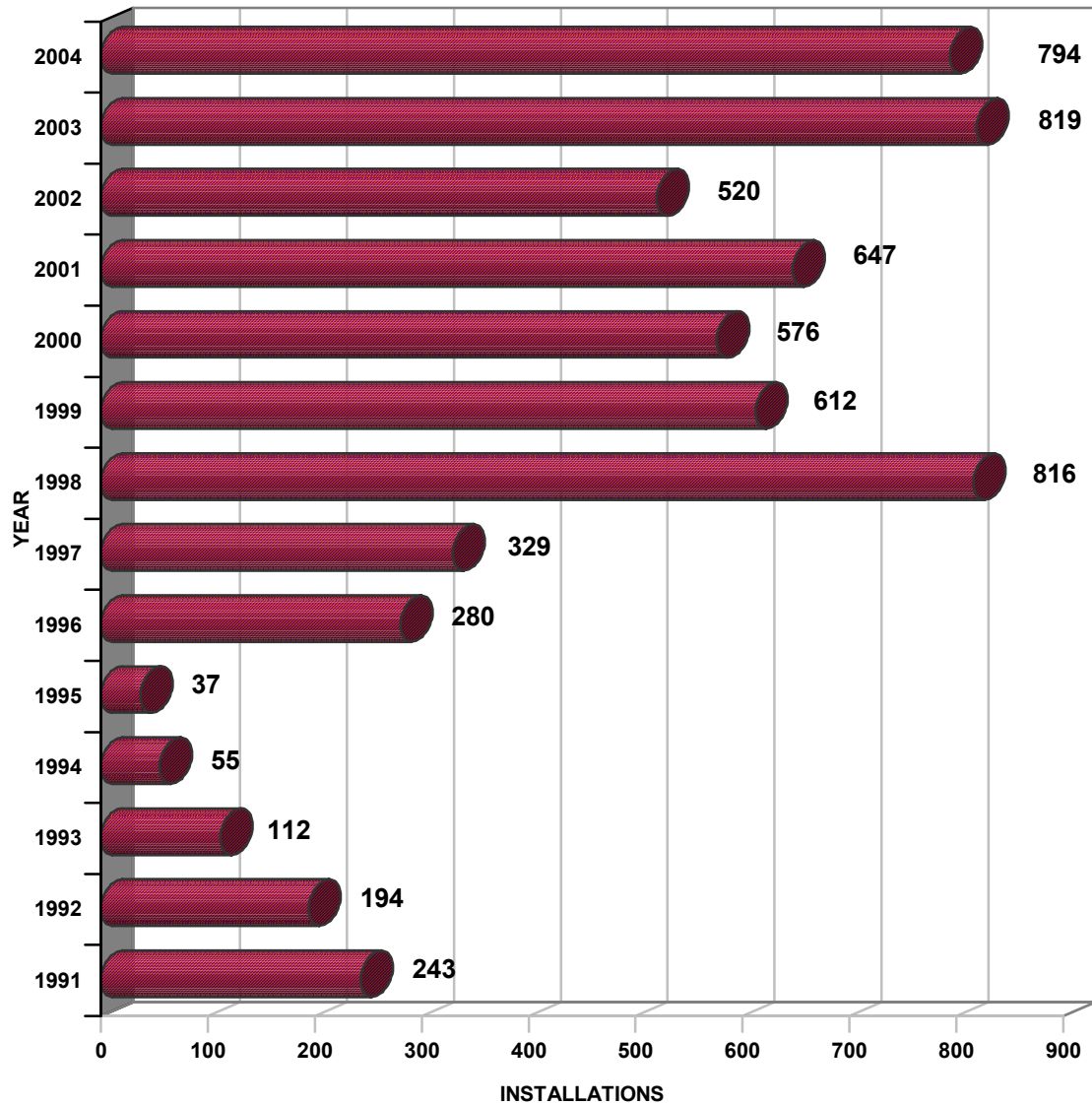


**BENCHMARK:** Maintain 3-year average property loss per capita to middle third of the 11 City survey.

# 2004 BENCHMARKS

**GOAL: Continue to provide the citizens of Springfield with smoke alarms in a concerted effort to save lives and educate citizens on personal responsibility of fire prevention.**

## Yearly Smoke Alarms Installed

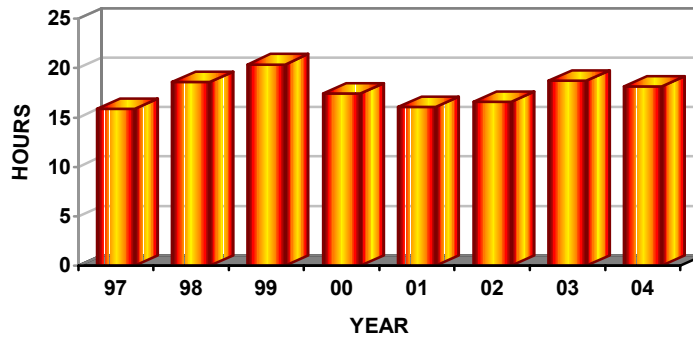


**\*\* This total includes 30 hearing impaired smoke alarms installed in 2004 \*\***

# 2004 BENCHMARKS

**GOAL: Maintain current training hours and building survey levels consistent with an ISO class II rating.**

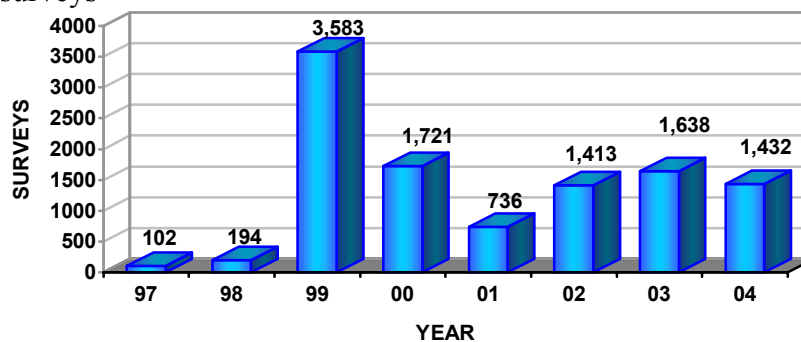
**Company Training Hours**



**BENCHMARK:** To complete 20 hours of company type training per person per month.

\*The goal for 2004 was 1,500 surveys

**Building Surveys Conducted**



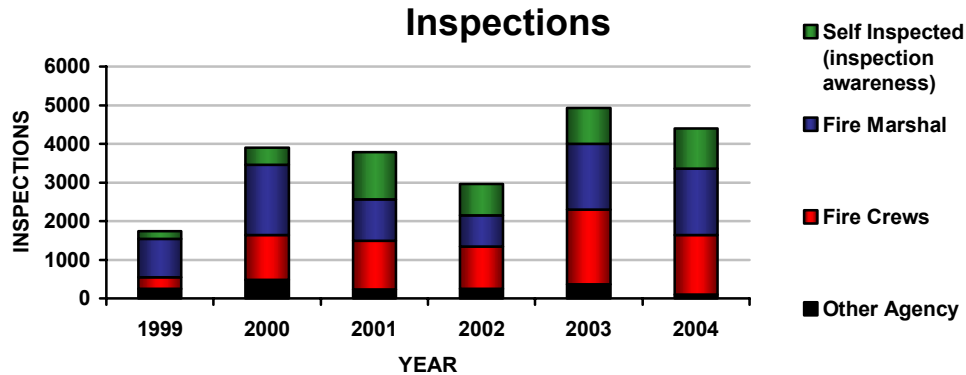
**BENCHMARK:** To survey or re-certify through inspections & self-inspection 25% of approximately 6,000 businesses of ISO required businesses annually.

\*ISO requires surveys of businesses whose size is estimated to exceed 1,800 square feet

**CONCLUSION:** These areas will require an increased level of concentration over the next several years.

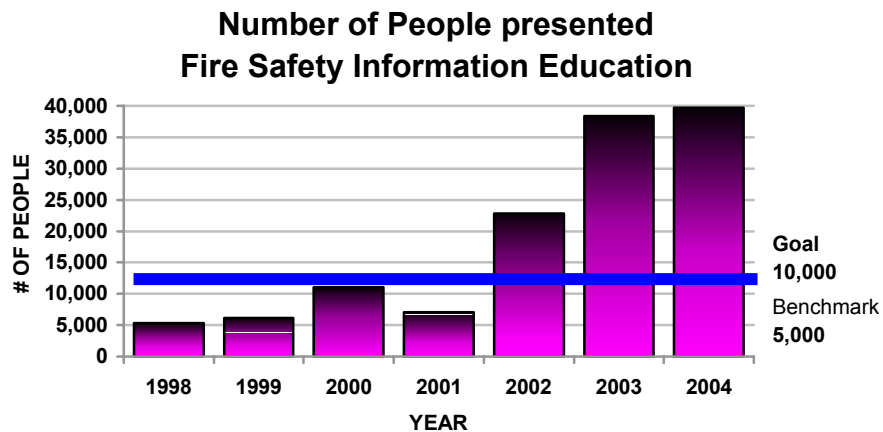
# 2004 BENCHMARKS

## GOAL: Decrease civilian deaths and injuries.



**BENCHMARK:** To inspect or re-certify the 6000 businesses in the City in a five-year rotation cycle.

	1999	2000	2001	2002	2003	2004	TOTAL
Other Agency	240	480	225	246	356	96	1,643
Fire Crews	300	1,149	1,258	1,091	1,934	1,546	7,278
Fire Marshals	1,000	1,831	1,084	818	1,714	1,717	8,164
Self-Inspections	200	441	1,226	808	920	1,035	4,630
	1,740	3,901	3,793	2,963	4,924	4,394	21,715



**BENCHMARK:** To educate and train a minimum of 5,000 of our at-risk\* group annually.

\*At risk group = elementary age children and adults over age 65

# BUDGET DESCRIPTION

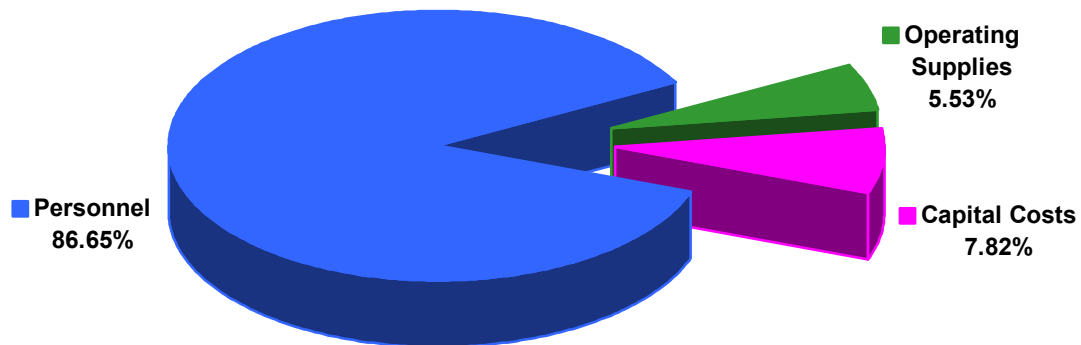
The Fire Department Budget is divided into three major operating areas: Personnel (\$13,407,192), Operating Supplies (\$854,804), and Capital Costs (\$350,000 + \$860,472 for apparatus purchases) with a total allocation of \$15,472,468.

During the fiscal year 2004, the fire department was allocated \$13,407,192 for personnel services. Personnel costs account for 86.65% of the entire budget. Of the amount budgeted for personnel services, 72.13% was for salaries and 27.87% was for benefits.

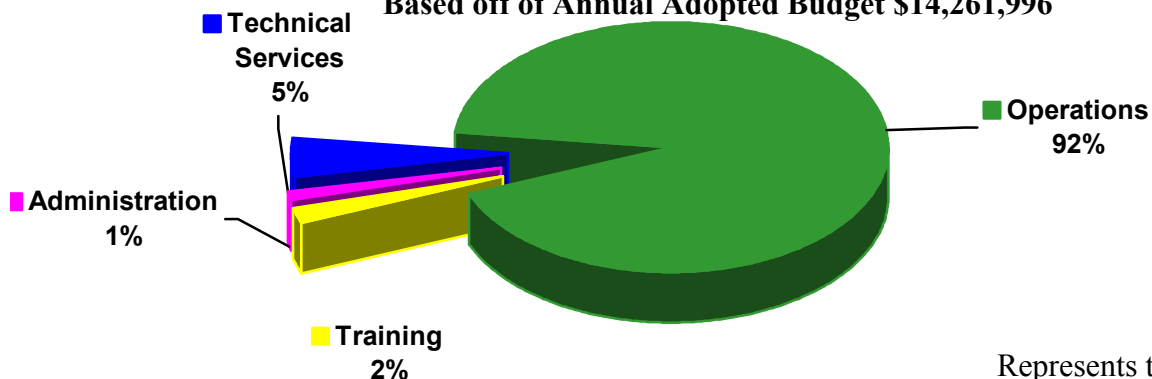
The allocation of funds for Operating and Maintenance Supplies amounted to \$854,804, which is 5.53% of the fire department budget. This budget area covers the items such as minor tools, janitorial supplies, clothing allowance, turnout gear, radio and vehicle repairs, as well as vehicle maintenance charges and fuel.

The last budget category is for Capital Costs. It consists of vehicle purchases, capital lease payments, and other equipment. The \$1,210,472 (\$350,000 capital cost plus \$860,472 in vehicle purchases) comprises 7.82% of the overall budget.

**FY 2004 Operating Budget**



**2004 FY Division Breakdowns**  
Based off of Annual Adopted Budget \$14,261,996



Represents total budget contribution:  
personnel and support costs.  
\*\*Capital Cost is excluded\*\*

# ORGANIZATIONAL MANAGEMENT

Currently there are four major operating divisions: Administration, Training, Operations, and Technical Services.

**Administration** - Fire Chief Dan Whisler - The Fire Chief's office is responsible for the overall direction of the department. The office is staffed with three administrative support staff, one Executive Secretary and one Administrative Assistant to the Director. This was a very productive year in which the office completed the following projects:

- Implementation of Technical Rescue Squad.
- Initiation of Strategic Planning process.
- Initial space allocation for Phase I of Police/Fire Training Center.
- Re-evaluation of personnel evaluations
- Design new captains' promotional process
- Successful application for Firefighter Assistance Grant
- Change vacation accumulation and use policy
- Obtain candidate status with Commission on Fire Department Accreditation
- Completion of C.A.R.E. phone installations at facilities

**Training and Safety Division** - Assistant Chief Steve Hoerning – Oversees the development, coordination, and presentation of training courses; develops and conducts promotional exams; develops specifications and makes purchases within the department. Oversees the Safety and Wellness as well as handles work related injuries. This Division is staffed with a Chief Officer and three Training Captains.

During 2004, the Training Department accomplished the following:

- Provided extensive training classes for fire personnel, other departments, other entities, and community participants including Fire Officer I and II, Fire Service Instructor I, Fire Inspector, Haz-Mat Technician, and Instructional Techniques classes
- Assisted with promotional exams for positions within our department as well as Firefighter entry-level test
- Introductory training for 10 new recruits for our Department
- Conducted drills, including those for Haz-Mat and Water Rescue Team training
- Completed Multi-Company Drills and RIT training for ISO
- Purchased IFSTA manuals and various equipment for the stations and vehicles
- Wrote equipment specs for WMD and FEMA grant monies
- Provided an Emergency Driving class for all our personnel
- Provided to each employee a FEMA Incident Command System Independent Study Course
- Purchased 75 CBRN Scott SCBA regulators
- Provided each employee with personal LED flashlight
- EMT CEU Program – Computer based CE training for our Department and outlying departments – the department furnished additional monthly training for the year
- Further developed the Quick Drill training program
- Provided First Responder training to Springfield's Police Academy

# ORGANIZATIONAL MANAGEMENT

**Operations** - Assistant Chief Barry Rowell- Personnel respond to fire, emergency medical aid calls, rescues, and hazardous material emergencies with an average response time of 4 minutes and 29 seconds. They perform building inspections and surveys and participated in fire prevention and public education. The operations division is staffed with 79 Firefighters, 23 Rescue Salvage Specialists, 45 Equipment operators, 9 Truck Captains, 33 Station Captains, and 6 Battalion Chiefs. The following are highlights for the division for 2003:

- Responded to 13,933 incidents including:
  - 824 Fire Calls
  - 56 Overpressure Rupture Calls
  - 9,707 Rescue/EMS Calls
  - 396 Service Calls
  - 1,712 Good Intent Calls
  - 880 False Alarms
  - 300 Hazardous Condition Calls
  - 58 Other Calls
- Completed 1,831 building inspections and 1,432 building surveys.
- Installed 764 smoke alarms and installed 477 smoke alarm batteries.
- Performed 6 residential safety surveys
- Conducted 254 station tours.
- Participated in 279 public education events
- Gave 46 apparatus demonstrations.
- Participated in 40,942.46 total training hours

The Operations Division personnel also make up the Hazardous Materials Response Team and the Water Rescue Team. With the addition of the Squad this last year the members of that unit along with the personnel assigned to Rescue 4 will comprise the Technical Rescue Team. Also the Chief of Operations is coordinating the CFAI Accreditation Team which includes Department personnel from all divisions.

**Technical Services** – Assistant Fire Chief Bill Arington- Technical Services provides public safety and education demonstrations; prepares and reviews building surveys; conducts business inspections; enforces city fire codes (2003 IFC); maintains the fire departments information systems; conducts fire/arson investigations; provides regional bomb squad support; coordinates the Juvenile Fire Setter and the Community Emergency Response Teams (CERT) programs.

Technical Services is staffed with six Fire Marshals and one Administrative Battalion Chief. During 2004, Technical Services accomplished the following:

- Investigated 352 cases,
  - Of those, 67 were arson related with a loss of \$968,270
  - 16 of those cases were cleared
  - 20 cases were juvenile arson
- Conducted 21 smoke alarm canvasses
- Installed 30 smoke alarms for the hearing impaired
- Obtained Energizer Battery donation of 600 batteries
- Performed 8 residential fire safety surveys
- Made 39,728-fire safety and public education contacts

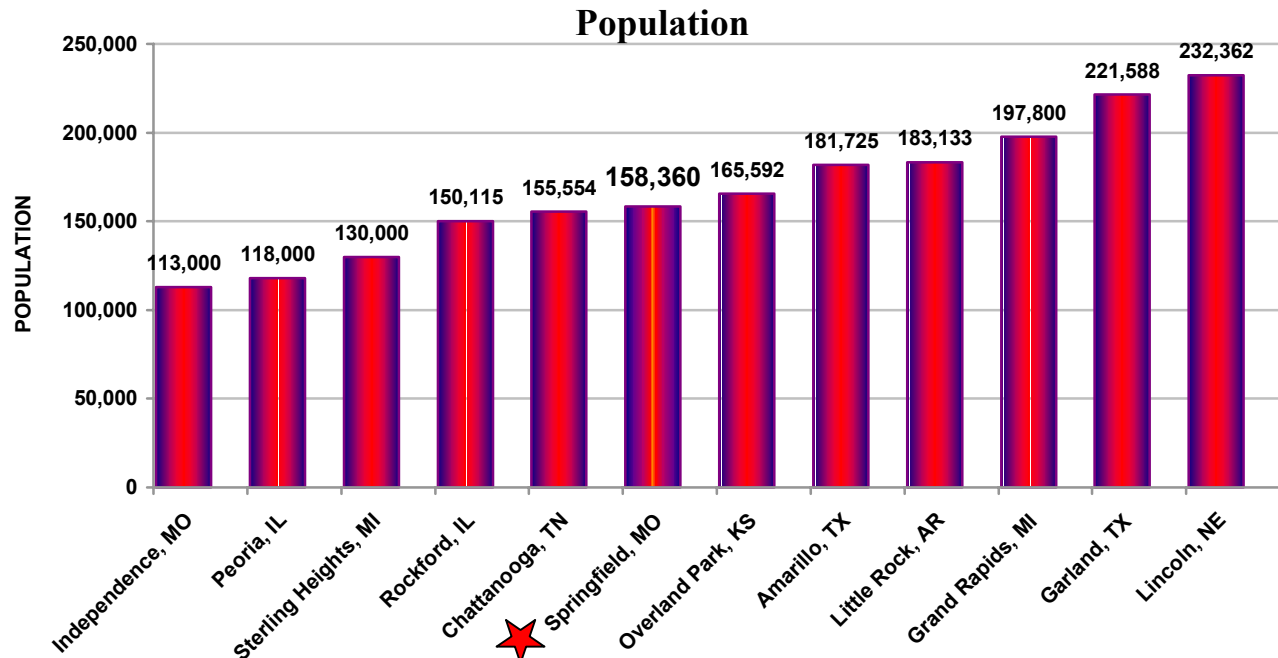
# ORGANIZATIONAL MANAGEMENT

- Demonstrated the Fire Safety House 9 times with 1,191 participants
- Received back 1,035 Self-Business Inspections
- Issued 26 Blasting Permits totaling \$2,400.00
- Issued 12 Fireworks permit totaling \$376.00
- Inspected 144 flammable liquid tankers
- Sent Fire Marshals Bill Spence and Randy Villines to Red Stone Arsenal for Hazardous Device Training
- Fire Marshal Bill Spence attended Law Enforcement Certification Training at Drury College
- Received \$ 4,500 in donations from local businesses to go toward Public Safety and Education, and Free Smoke Alarm Fund
- Received 850 free smoke alarms from Lowe's of Springfield, "Hero's" program
- The Juvenile Fire Setter Program sent 42 juveniles for counseling
- The Community Emergency Response Team members trained 58 individuals
- Provided bomb threat awareness training to area businesses, government and public agencies

# 11 CITY SURVEY COMPARISON

## Demographic Information

Compared to the eleven-city survey, Springfield is nearly average in population and area. Our department has an Insurance Services Office (ISO) rating of 2, which measures fire protection capabilities and may be used to determine fire insurance premiums. We are average in medical service levels.



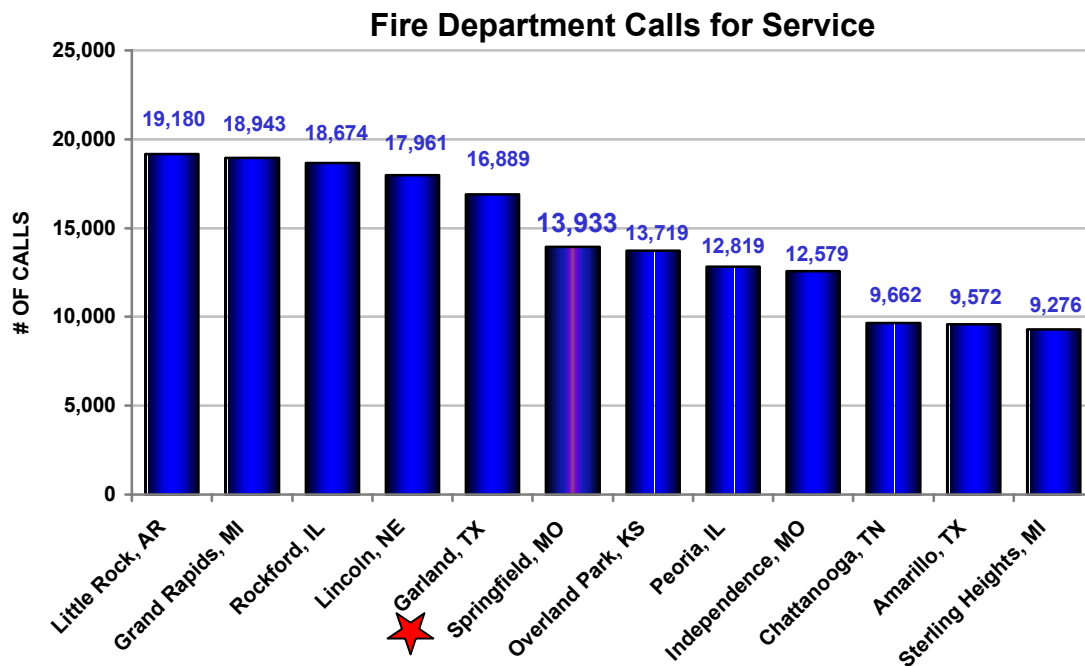
	CITY	STATE	POPULATION*	AREA**	ISO	AMB. PROV.***	EMS LEVEL	DEFIB
1	Independence	MO	113,000	78.00	4	PC	EMT-P	Y
2	Peoria	IL	118,000	50.00	2	PC	EMT	N
3	Sterling Heights	MI	130,000	36.70	4	PC	P	Y
4	Rockford	IL	150,115	58.81	2	FD	P	Y
5	Chattanooga	TN	155,554	144.84	3	PC	1st RESP	Y
★ 6	Springfield	MO	158,360	79.81	2	HOSP	1st RESP-EMT	Y
7	Overland Park	KS	165,592	61.80	3	FD	P	Y
8	Amarillo	TX	181,725	92.70	3	PC	EMT	Y
9	Little Rock	AR	183,133	116.20	2	PC	EMT	Y
10	Grand Rapids	MI	197,800	44.26	3	PC	1st RESP	Y
11	Garland	TX	221,588	57.00	2	FD	P	Y
12	Lincoln	NE	232,362	79.55	3	FD	1st RESP-EMT-P	Y
Average			167,269	74.97				

➤ Ranked by Population \*\*Area in Square Miles \*\*\*FD = Fire Department  
 \*\*\*PC = Private Corporation \*\*\*HOSP = Hospital

**CONCLUSION:** While our community benefits from one of the best Insurance Services rating, any degradation of current service levels could result in a lowered ISO classification.

# 11 CITY SURVEY COMPARISON

## Incident Comparison



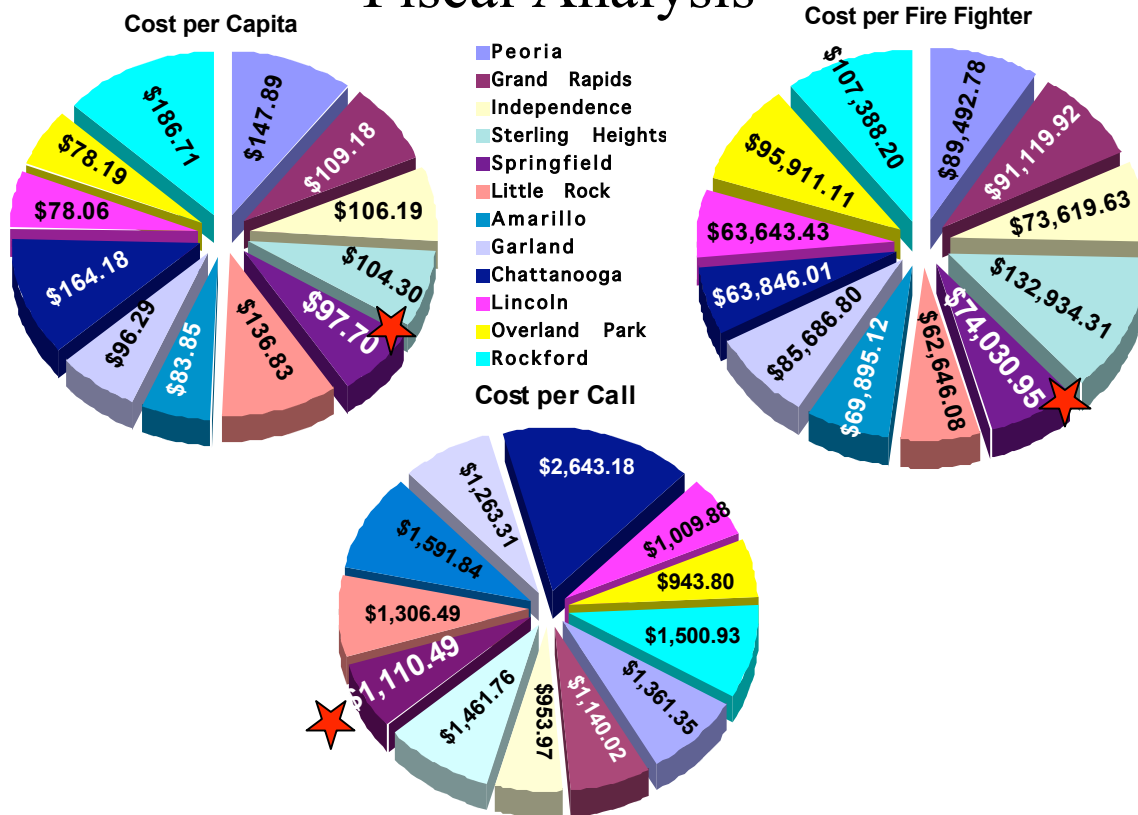
Compared to the eleven-city survey, we are experiencing a slightly below average demand for services.

	CITY	STATE	FIRE			TOTAL FIRE	EMS	HM	FALSE	OTHER	TOTAL CALLS	INCIDENTS PER 1000 POP.	INCIDENTS PER COMPANY	RESPONSE TIME
			STRUCTURE	VEHICLE	OTHER									
1	Little Rock	AR	331	190	606	1,127	13,984	606	1,865	1,598	19,180	104.73	581	6:12
2	Grand Rapids	MI	349	215	222	786	12,713	1,109	1,534	2,801	18,943	95.77	1,722	3:41
3	Rockford	IL	246	224	256	726	14,634	422	1,283	1,609	18,674	124.40	1,436	4:18
4	Lincoln	NE	125	106	1,932	2,163	13,494	539	1,399	366	17,961	77.30	998	3:36
5	Garland	TX	289	185	314	788	12,718	578	1,095	1,710	16,889	76.22	483	4:15
6	Springfield	MO	250	150	423	823	9,707	300	880	2,223	13,933	87.98	871	4:29
7	Overland Park	KS	182	82	136	400	10,147	481	1,076	1,615	13,719	82.85	1,524	5:48
8	Peoria	IL	122	152	411	685	9,055	399	1,118	1,562	12,819	108.64	801	4:20
9	Independence	MO	154	127	273	554	8,461	77	554	2,933	12,579	111.32	839	5:03
10	Chattanooga	TN	274	308	361	943	4,775	785	1,519	1,640	9,662	62.11	403	5:08
11	Amarillo	TX	538	133	233	904	5,345	1,236	481	1,606	9,572	52.67	736	4:13
12	Sterling Heights	MI	77	54	199	330	6,734	322	547	1,343	9,276	71.35	1,325	4:00
AVERAGE			245	161	447	852	10,147	571	1,113	1,751	14,434	88.00	977	4:35

**CONCLUSION:** Improvements in deployment strategies and responsiveness have resulted in our ability to maintain response times below our 5-minute benchmark.

# 11 CITY SURVEY COMPARISON

## Fiscal Analysis



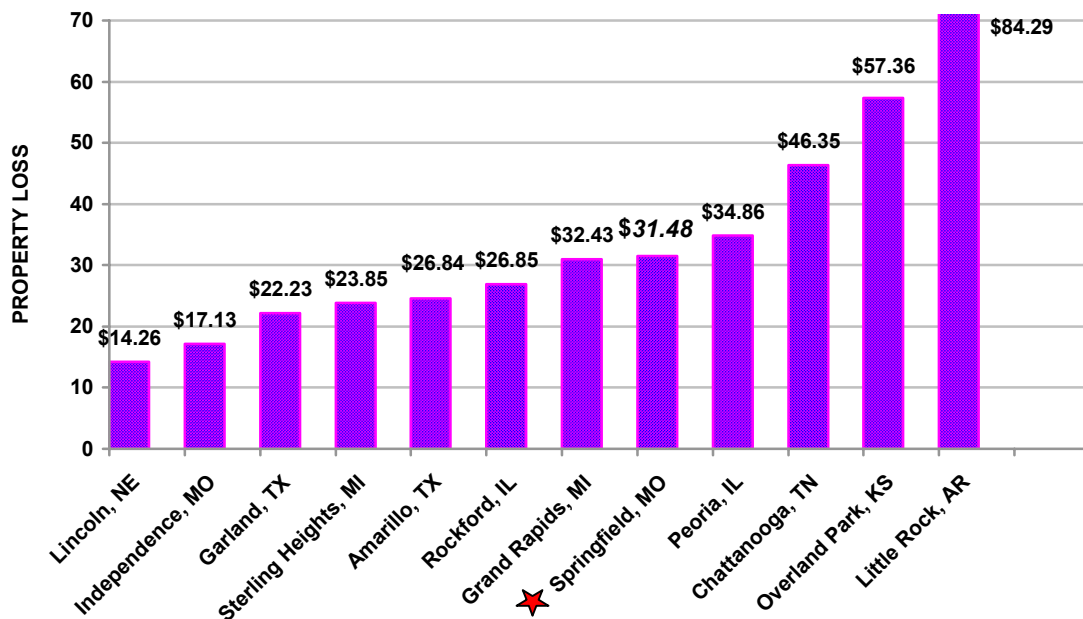
Recent capital projects have greatly strengthened the City's commitment to fire protection. *(Ranked by Cost per Capita)* **\*\*Springfield's budget includes capital cost\*\***

	CITY	STATE	TOTAL FIRE BUDGET	COST PER CAPITA	COST PER FIRE FIGHTER	COST PER CALL
1	Rockford	IL	\$28,028,321	\$186.71	\$107,388.20	\$1,500.93
2	Chattanooga	TN	\$25,538,403	\$164.18	\$63,846.01	\$2,643.18
3	Peoria	IL	\$17,451,092	\$147.89	\$89,492.78	\$1,361.35
4	Little Rock	AR	\$25,058,431	\$136.83	\$62,646.08	\$1,306.49
5	Grand Rapids	MI	\$21,595,421	\$109.18	\$91,119.92	\$1,140.02
6	Independence	MO	\$12,000,000	\$106.19	\$73,619.63	\$953.97
7	Sterling Heights	MI	\$13,559,300	\$104.30	\$132,934.31	\$1,461.76
8	Garland	TX	\$21,336,013	\$96.29	\$85,686.80	\$1,263.31
9	Amarillo	TX	\$15,237,136	\$83.85	\$69,895.12	\$1,591.84
10	Springfield	MO	\$15,472,468	\$97.70	\$74,030.95	\$1,110.49
11	Overland Park	KS	\$12,948,000	\$78.19	\$95,911.11	\$943.80
12	Lincoln	NE	\$18,138,378	\$78.06	\$63,643.43	\$1,009.88
Average			\$18,863,580	\$115.78	\$84,184.53	\$1,357.25

**CONCLUSION:** The City of Springfield continues to maintain a cost efficient fire protection and EMS system

# 11 CITY SURVEY COMPARISON

## Property Loss per Capita



Compared to the eleven-city survey, we are slightly above average in loss rates per capita, as well as total fire loss.

## Fire Deaths, Injuries, and Losses

\*\* Ranked by Property Loss/Capita \*\*

### FIRE FIGHTERS

### CIVILIAN

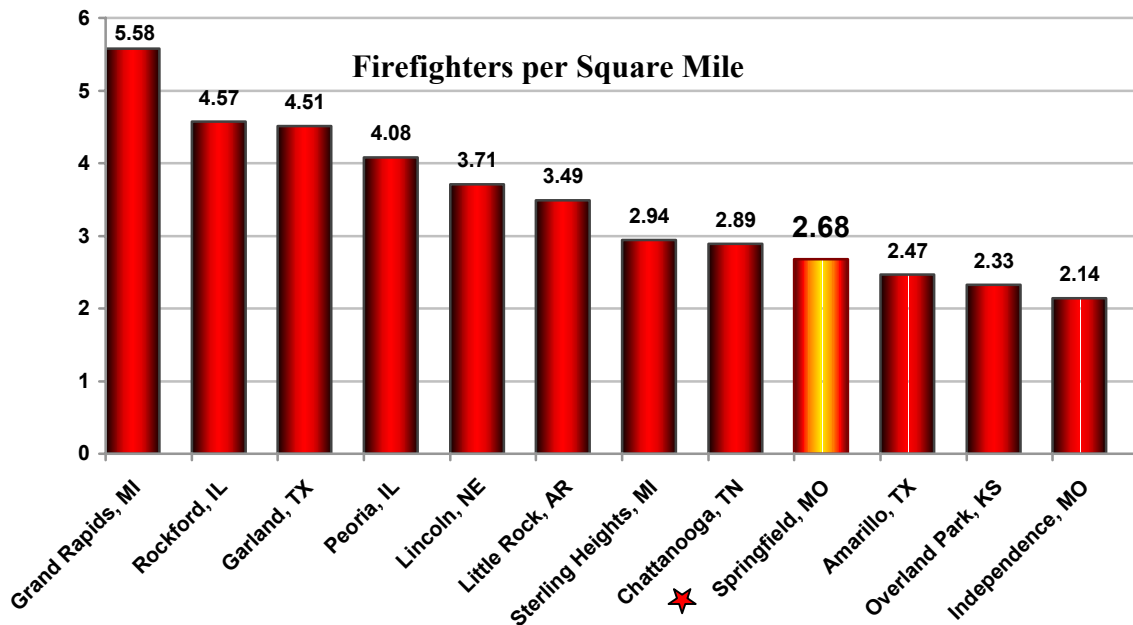
CITY	ST	TOTAL FF		FF INJURIES /10,000 POP.	TOTAL CIVILIAN		CIVILIAN DEATHS /10,000 POP.	CIVILIAN INJURIES /10,000 POP.	PROPERTY LOSS	
		DEATHS	INJURIES		DEATHS	INJURIES			TOTAL	PER CAPITA
1 Little Rock	AR	0	16	0.87	4	26	0.22	1.42	\$15,436,900	\$84.29
2 Overland Park	KS	0	7	.42	1	15	0.06	.91	\$9,497,862	\$57.36
3 Chattanooga	TN	0	26	1.67	9	8	0.58	.51	\$7,209,669	\$46.35
4 Peoria	IL	0	34	2.88	0	26	0	2.20	\$4,113,899	\$34.86
★ 5 Springfield	MO	0	50	3.16	6	10	0.38	0.63	\$4,984,847	\$31.48
6 Grand Rapids	MI	0	11	.56	3	28	0.15	1.42	\$6,116,535	\$30.92
7 Rockford	IL	0	82	5.46	2	34	0.13	2.26	\$4,030,330	\$26.85
8 Amarillo	TX	0	27	1.49	2	22	0.11	1.21	\$4,465,260	\$24.57
9 Sterling Heights	MI	0	28	2.15	2	8	0.15	.62	\$3,100,000	\$23.85
10 Garland	TX	0	2	0	0	3	0	0	\$4,925,153	\$22.23
11 Independence	MO	0	7	0.62	2	0	0	0	\$1,935,935	\$17.13
12 Lincoln	NE	0	72	3.10	1	0	0.04	0	\$3,314,419	\$14.26
AVERAGE		0	30	1.87	3	15	0.15	.93	\$5,760,901	\$34.51

**CONCLUSION:** Continued improvement in firefighting tactics is needed to keep injuries and fatalities at acceptable levels

# 11 CITY SURVEY COMPARISON

## Personnel Resources

Compared to the eleven-city survey, our department protects a larger area and a greater population with fewer personnel resources.



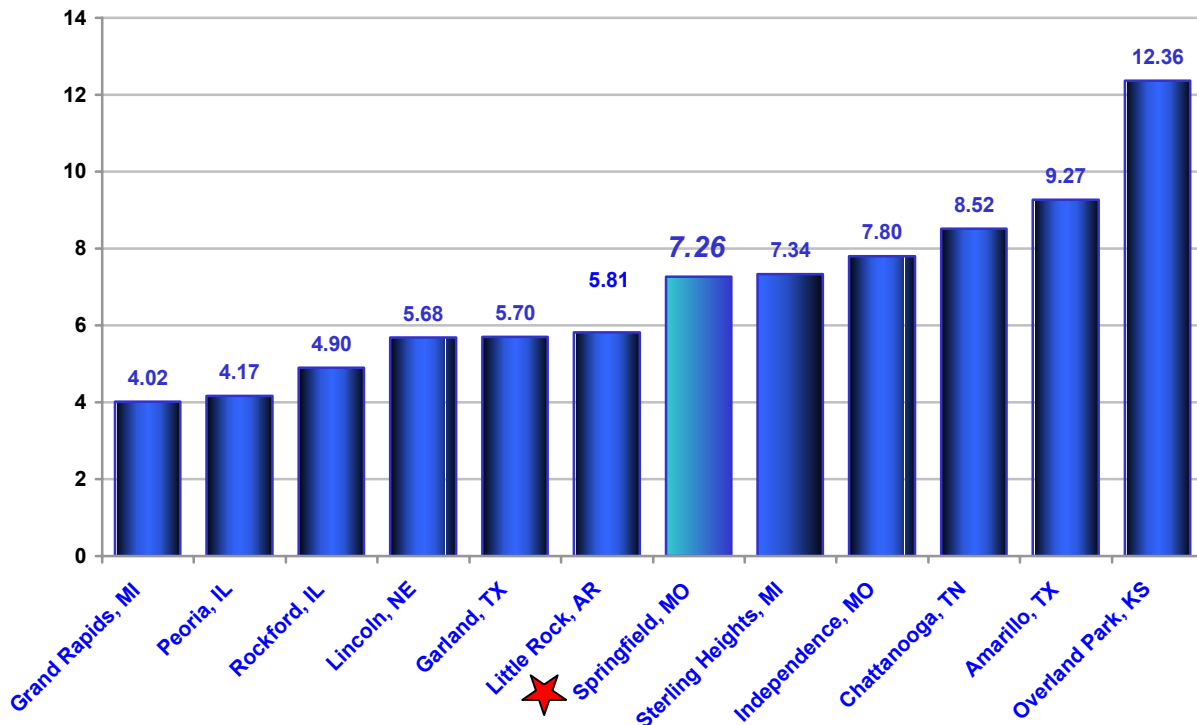
	CITY	STATE	PERSONNEL UNIFORMED	CIVILIAN	TOTAL PERSONNEL	PERSONNEL PER 1,000 POP.	PERSONNEL PER SQ. MI.*	HOURS PER WEEK
1	Grand Rapids	MI	237	10	247	1.25	5.58	50.4
2	Rockford	IL	261	8	269	1.79	4.57	51
3	Garland	TX	249	8	257	1.16	4.51	56
4	Peoria	IL	195	9	204	1.73	4.08	52
5	Lincoln	NE	285	10	295	1.27	3.71	56
6	Little Rock	AR	400	6	406	2.22	3.49	56
7	Sterling Heights	MI	102	6	108	0.83	2.94	56
8	Chattanooga	TN	400	18	418	2.69	2.89	52
9	Springfield	MO	209	5	214	1.35	2.68	56
10	Amarillo	TX	218	11	229	1.26	2.47	56
11	Overland Park	KS	135	9	144	0.87	2.33	56
12	Independence	MO	163	4	167	1.48	2.14	49.5
	Average		238	9	247	1.49	3.45	53.9

**CONCLUSION:** Personnel resource allocation continues to be conservative, with fewer people serving a greater urban area.

# 11 CITY SURVEY COMPARISON

## Capital Facilities

### Square Miles Covered per Fire Station



Compared to the eleven-cities, we rank above average in square miles per station category.

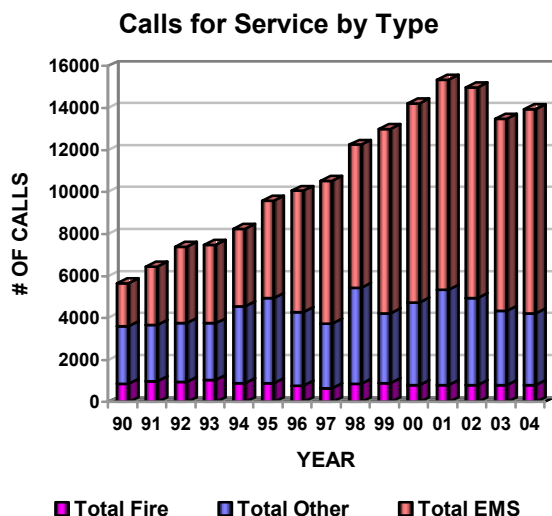
	CITY	STATE	AREA (SQ. MI.)	TOTAL STATIONS	SQUARE MILE PER STATION*	POPULATION PER STATION
1	Overland Park	KS	61.80	5	12.36	33,118
2	Amarillo	TX	92.70	10	9.27	18,173
3	Chattanooga	TN	144.84	17	8.52	9,150
4	Independence	MO	78.00	10	7.80	11,300
5	Sterling Heights	MI	36.70	5	7.34	26,000
6	Springfield	MO	79.81	11	7.26	14,396
7	Little Rock	AR	116.20	20	5.81	9,157
8	Garland	TX	57.00	10	5.70	22,159
9	Lincoln	NE	79.55	14	5.68	16,597
10	Rockford	IL	58.81	12	4.90	12,510
11	Peoria	IL	50.00	12	4.17	9,833
12	Grand Rapids	MI	44.26	11	4.02	17,982
	Average		74.97	11	6.90	16,698

\*Ranked by square mile per station

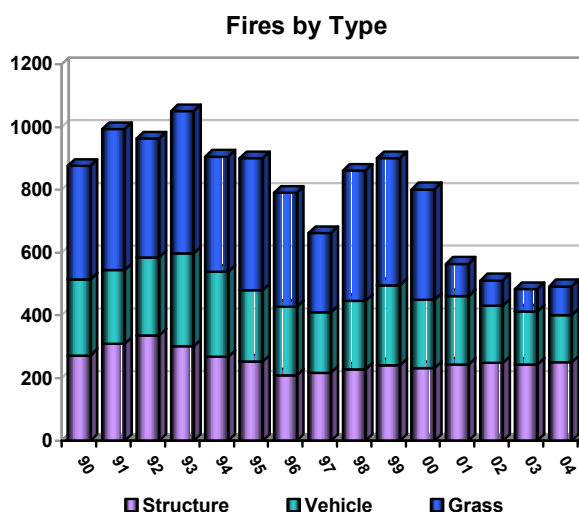
**CONCLUSION:** The current number of fire stations is fully utilized.

# DEPARTMENTAL TREND COMPARISONS

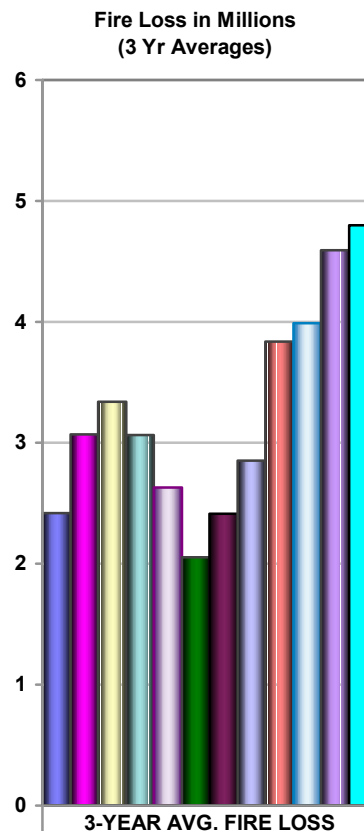
Just as it is important to compare our performance to departments in similar cities, it is also important to track our own changes from one year to the next. Below is data reflecting our trends in call volumes, response times, and fire losses.



Calls for service have declined due to a criteria change for EMS calls in 2003. The department responded to 13,933 runs in 2004, however we have seen a 246% increase in calls since 1990.



Structure fires increased by 7 during 2004, while vehicle fires showed a decline of 18 from last year. Grass fires increased by 20 during 2004.



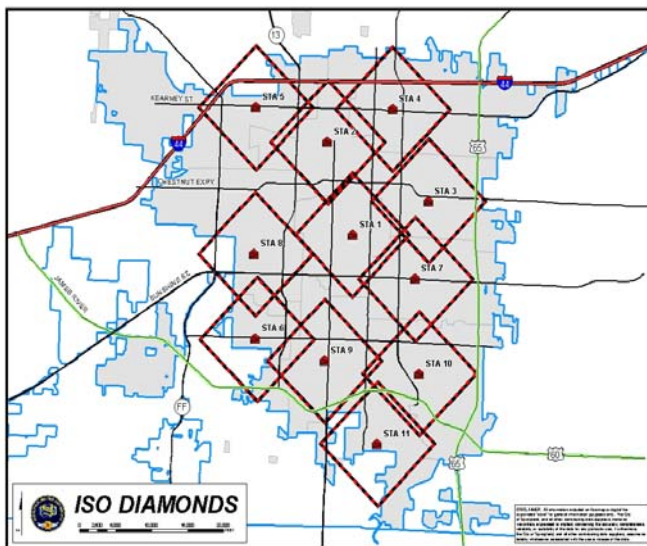
1991-1993	2.419
1992-1994	3.070
1993-1995	3.339
1994-1996	3.065
1995-1997	2.630
1996-1998	2.054
1997-1999	2.413
1998-2000	2.852
1999-2001	3.837
2000-2002	3.989
2001-2003	4.592
2002-2004	4.799

# DEPARTMENTAL TREND COMPARISONS

YEAR	FIRES			TOTAL FIRE			TOTAL CALLS	RESPONSE TIME	*FIRE LOSS IN MILLIONS
	STRUCTURE	VEHICLE	OTHER		EMS	OTHER			
2004	250	150	423	823	9,707	3,403	13,933	4:29	4.985
2003	243	168	390	801	9,162	3,530	13,493	4:26	4.954
2002	249	182	386	817	10,024	4,149	14,990	4:07	4.457
2001	243	238	338	819	10,007	4,521	15,223	3:59	4.365
2000	231	218	352	801	9,473	3,937	14,211	3:58	3.144
1999	241	255	404	900	8,789	3,314	13,003	4.03	4.002
1998	228	218	415	861	6,817	4,572	12,250	4.15	1.409
1997	217	193	252	662	6,805	3,074	10,541	4.42	2.687
1996	208	219	363	790	5,769	3,498	10,057	4.53	2.067
1995	252	228	421	901	4,634	4,054	9,589	5.08	3.135
1994	267	271	367	905	3,698	3,642	8,245	5.18	3.994
1993	301	296	453	1,050	3,739	2,699	7,488	4.58	2.888
1992	335	250	378	963	3,641	2,790	7,394	5.08	2.328
1991	309	235	449	993	2,777	2,687	6,457	4.58	2.042
1990	272	242	362	876	2,054	2,734	5,664		

\*This figure has not been adjusted for inflation.

**CONCLUSION:** Response time trends are reflecting the increased awareness and efforts to improve service levels.

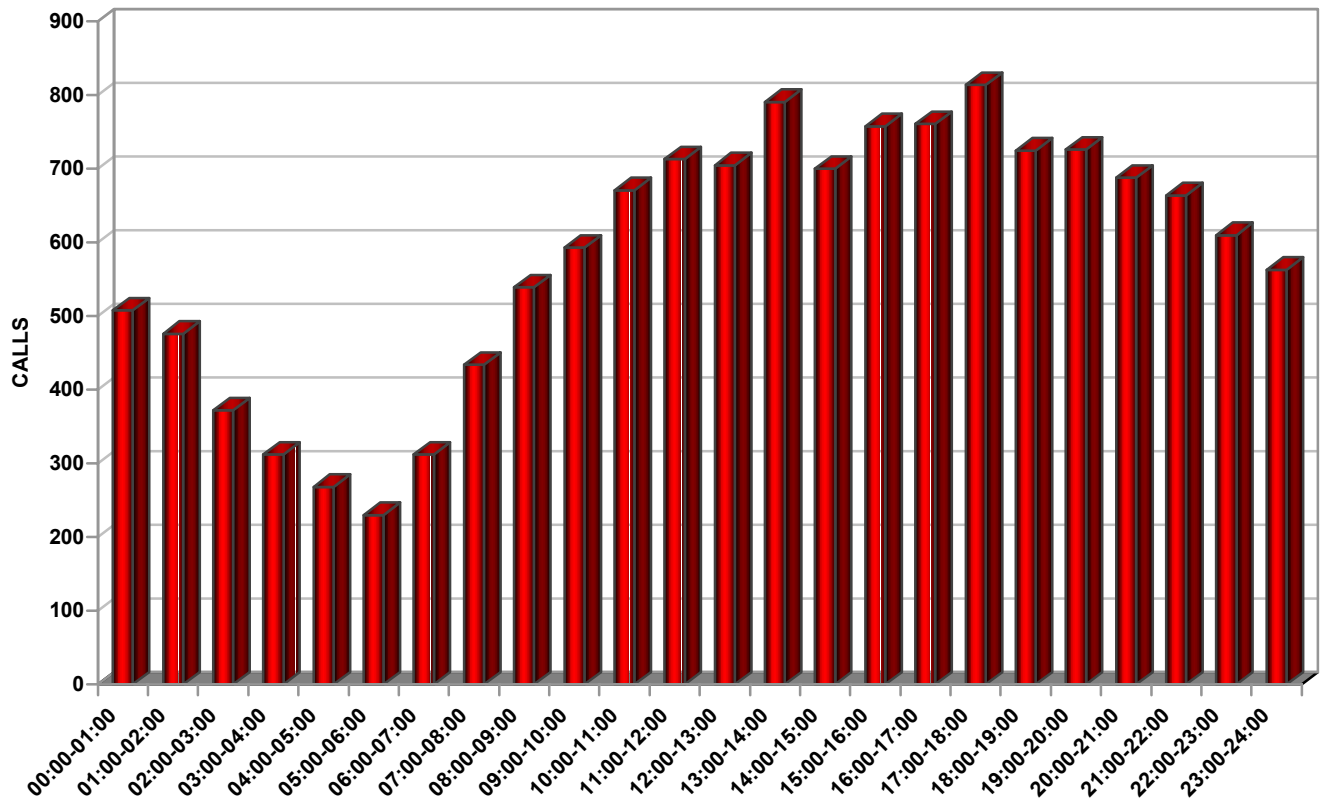


The City of Springfield encompasses approximately 79.81 square miles. The area enclosed by the ISO diamonds is approximately 41.1 square miles and represents the area currently serviced by the Springfield Fire Departments 11 stations.

# CALLS FOR SERVICE ANALYSIS

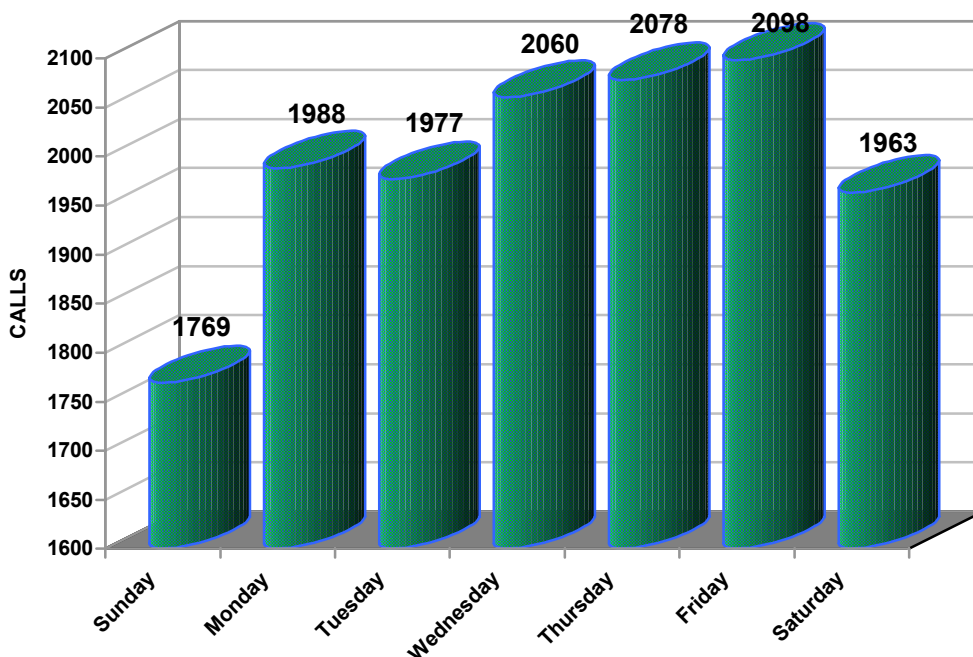
The graph represents a breakdown of the call volume by time of day.

## Calls by Time of Day



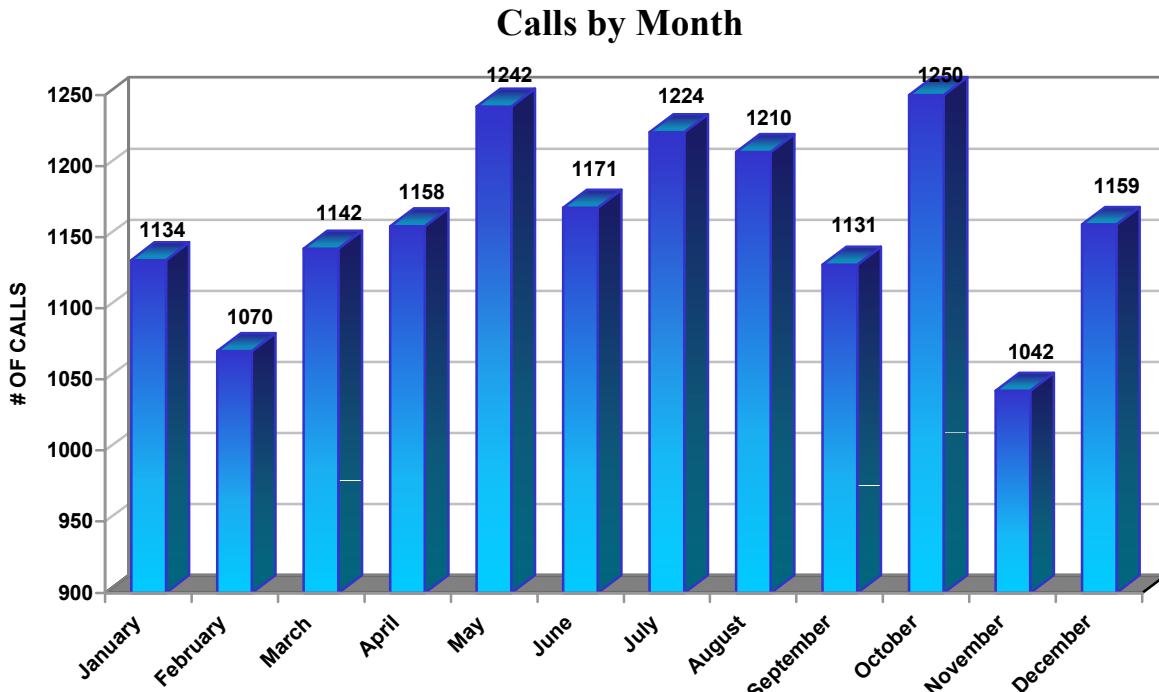
The graph represents the breakdown of the volume of calls by day of the week.

## Calls by Day of Week



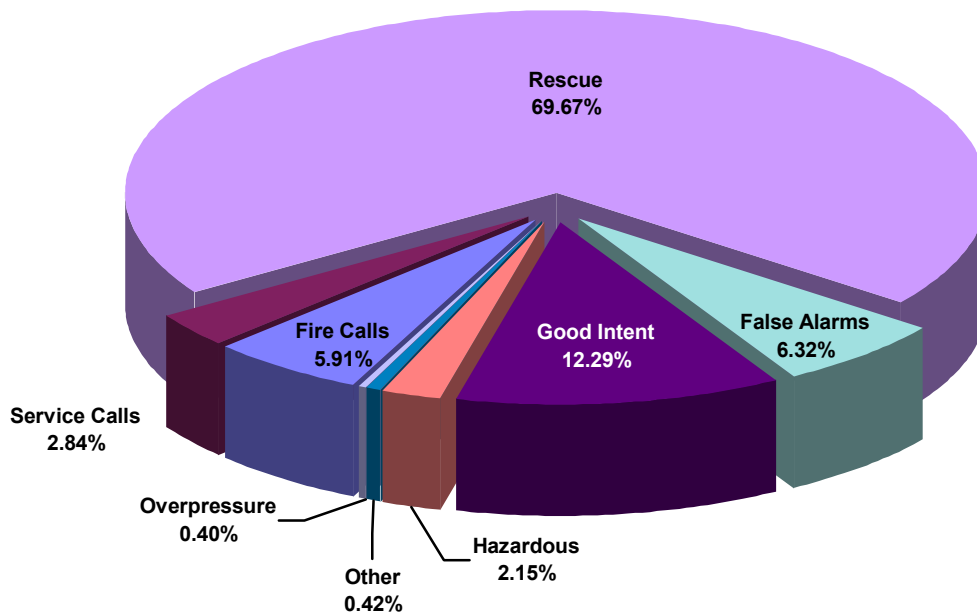
# CALLS FOR SERVICE ANALYSIS

The graph represents the breakdown in the volume of all calls by month of the year.



The graph represents the volume of calls by the type of situation to which we responded.

## Call Types by Situation



# **SPRINGFIELD FIRE DEPARTMENT 2004 PRIORITIES**

- **CUSTOMER SERVICE**
- **TRAINING**
- **BUILDING SURVEYS & INSPECTIONS**
- **FIRE & INJURY PREVENTION  
EDUCATION**
- **SAFETY**
- **STRATEGIC PLANNING &  
DEVELOPMENT**

***“WE’RE THERE, WE CARE”***